

ATTORNEY DOCKET NO. 01153.0001U2
APPLICATION NO. 09/776,412

CLAIMS

Claims 1-16 (Canceled).

17. (New) A method for providing an electronic receipt using an electronic receipt generator, comprising the steps of:

- a. conducting a sales transaction between a buyer and a seller;
- b. generating by the electronic receipt generator an electronic receipt including detailed information describing the sales transaction, wherein the detailed information includes sale price, total transaction amount, item description, information indicating completion of the sales transaction, and a hyperlink associated with a product return procedure;
- c. transmitting the electronic receipt via a computer network to a computing device operated by the buyer;
- d. displaying the detailed information on the computing device;
- e. activating, by the buyer, the hyperlink on the computing device;
- f. transmitting, to the computing device and in response to activation of the hyperlink, return information containing steps for returning the product; and
- g. displaying the return information on the computing device.

18. (New) The method of claim 17, further comprising the steps of:

- a. requesting, by the buyer, a return shipping label for the product pursuant to a step for returning the product;
- b. transmitting the return shipping label to the computing device; and
- c. producing a hard copy of the return shipping label using the computing device.

19. (New) The method of claim 17, further comprising the steps of:

- a. requesting, by the buyer, warranty service information pursuant to a step for returning the product;
- b. transmitting, to the computing device, steps for obtaining warranty service for the product; and
- c. displaying the steps for obtaining warranty service on the computing device.

ATTORNEY DOCKET NO. 01153.0001U2
APPLICATION NO. 09/776,412

20. (New) The method of claim 19, wherein the steps for obtaining warranty service include:
- transmitting a return shipping label to the computing device; and
 - producing a hard copy of the return shipping label using the computing device.
21. (New) The method of claim 17, further comprising the steps of:
- requesting, by the buyer, product warranty text pursuant to a step for returning the product;
 - transmitting, to the computing device, product warranty text; and
 - displaying the warranty text on the computing device.
22. (New) The method of claim 17, further comprising the steps of:
- requesting, by the buyer, product recall information pursuant to a step for returning the product;
 - transmitting, to the computing device, product recall information for the product; and
 - displaying the product recall information on the computing device.
23. (New) The method of claim 17, wherein the conducting step comprises the steps of:
- conducting a sales transaction between a buyer and a seller at a location associated with the seller;
 - issuing a paper receipt to the buyer using a computing device operated by the seller; and
 - transmitting information about the sales transaction over the Internet to the electronic receipt generator, wherein the electronic receipt generator is operated by a third party.
24. (New) A method for providing an electronic receipt using an electronic receipt generator, comprising the steps of:
- conducting a sales transaction between a buyer and a seller;
 - generating by the electronic receipt generator an electronic receipt including detailed information describing the sales transaction, wherein the detailed

ATTORNEY DOCKET NO. 01153.0001U2
APPLICATION NO. 09/776,412

information includes sale price, total transaction amount, item description, information indicating completion of the sales transaction, and a hyperlink associated with a product return procedure;

- c. transmitting the electronic receipt via a computer network to a computing device operated by the buyer;
- d. displaying the detailed information on the computing device;
- e. activating, by the buyer, the hyperlink on the computing device;
- f. transmitting, to the computing device and in response to activation of the hyperlink, return information containing steps for returning the product;
- g. displaying the return information on the computing device, wherein the return information facilitates a request for a return shipping label;
- h. requesting, by the buyer, a return shipping label for the product;
- i. transmitting the return shipping label to the computing device; and
- j. producing a hard copy of the return shipping label using the computing device.

25. (New) The method of claim 24, further comprising the steps of:

- a. requesting, by the buyer, warranty service information for the product;
- b. transmitting, to the computing device, warranty service information for the product; and
- c. displaying the warranty service information on the computing device.

26. (New) The method of claim 24, further comprising the steps of:

- a. requesting, by the buyer, product warranty text for the product;
- b. transmitting, to the computing device, the product warranty text; and
- c. displaying the product warranty text on the computing device.

27. (New) The method of claim 24, wherein the conducting step comprises the steps of:

- a. conducting a sales transaction between a buyer and a seller;
- b. issuing a paper receipt to the buyer using a computing device operated by the seller; and
- c. transmitting information about the sales transaction to the electronic receipt

ATTORNEY DOCKET NO. 01153.0001U2
APPLICATION NO. 09/776,412

generator.

28. (New) A method for providing an electronic receipt using an electronic receipt generator, comprising the steps of:

- a. conducting a sales transaction between a buyer and a seller;
- b. generating by the electronic receipt generator an electronic receipt including detailed information describing the sales transaction, wherein the detailed information includes sale price, total transaction amount, item description, information indicating completion of the sales transaction, and a hyperlink associated with a manual for the product;
- c. transmitting the electronic receipt via a computer network to a computing device operated by the buyer;
- d. displaying the detailed information on the computing device;
- e. activating, by the buyer, the hyperlink on the computing device;
- f. transmitting, to the computing device and as a result of activating the link, at least a portion of the product manual;
- g. displaying at least a portion of the received product manual on the computing device;
- h. requesting, by the buyer, a return shipping label for the product;
- i. transmitting the return shipping label to the computing device; and
- j. producing a hard copy of the return shipping label using the computing device.

29. (New) The method of claim 28, further comprising the steps of:

- a. requesting, by the buyer, product recall information for the product;
- b. transmitting, to the computing device, at least a portion of the product recall information for the product; and
- c. displaying at least a portion of the received product recall information on the computing device.

30. (New) The method of claim 28, further comprising the steps of:

- a. requesting, by the buyer, product warranty text for the product;

ATTORNEY DOCKET NO. 01153.0001U2
APPLICATION NO. 09/776,412

- b. transmitting the product warranty text to the computing device; and
 - c. displaying at least a portion of the product warranty text on the computing device.
31. (New) The method of claim 28, wherein the conducting step comprises the steps of:
- a. conducting a sales transaction between a buyer and a seller;
 - b. issuing a paper receipt to the buyer using a computing device operated by the seller; and
 - c. transmitting information about the sales transaction to the electronic receipt generator.
32. (New) A method for providing an electronic receipt using an electronic receipt generator, comprising the steps of:
- a. conducting a sales transaction between a buyer and a seller;
 - b. issuing a paper receipt to the buyer using a computing device operated by the seller;
 - c. transmitting information about the sales transaction to the electronic receipt generator over a first network;
 - d. generating by the electronic receipt generator an electronic receipt including detailed information describing the sales transaction, wherein the detailed information includes sale price, total transaction amount, item description, information indicating completion of the sales transaction, and a hyperlink associated with a product return procedure; and
 - e. sending the electronic receipt over a second network to a computing device operated by the buyer.
33. (New) The method of claim 32, wherein the sales transaction is conducted at a location associated with the seller.
34. (New) The method of claim 33, wherein the second network is a wireless network operating at the location associated with the seller.

ATTORNEY DOCKET NO. 01153.0001U2
APPLICATION NO. 09/776,412

35. (New) The method of claim 32, wherein the sales transaction is conducted at a point of sale terminal associated with the seller.
36. (New) The method of claim 32, wherein the receipt generator is operated by a third party.
37. (New) The method of claim 36, wherein the first network is the Internet.
38. (New) The method of claim 32, wherein the first and second networks are the same.
39. (New) The method of claim 32, wherein the first network is one of a Local Area Network, a Wide Area Network, or the Internet.
40. (New) The method of claim 32, further comprising the steps of:
- a. activating, by the buyer, the hyperlink on the computing device operated by the buyer;
 - b. transmitting, to the computing device operated by the buyer and in response to activation of the hyperlink, a return shipping label for the product; and
 - c. producing by the buyer a hard copy of the return shipping label.